

# Claims FY2012

RMTD CLAIMS ADJUSTERS  
ADJUSTER ASSIGNMENTS  
OPEN CLAIMS & LAWSUITS  
CLAIMS TURNAROUND  
AUTO LIABILITY CLAIMS  
COMP/COLLISION CLAIMS  
GENERAL LIABILITY CLAIMS  
PROPERTY INSURANCE CLAIMS



# Who Is Your Claims Adjuster

## **Jennie Younkin**

(406) 444-7996

Administration  
Agriculture  
Auditor's Office  
Columbia Falls Vets-PHHS  
Corrections-MSP  
Corrections-PI  
Governor's Office  
Justice  
Natural Resource & Cons.  
Revenue  
Supreme Court  
Treasure St. Corr. Facility  
Veterans Home Glendive-PHHS  
MDT Missoula  
MDT Kalispell  
MDT Glendive  
MDT Miles City  
MDT Wolf Point  
UM-Missoula  
UM-Missoula COT  
UM-Western

## **Gordon Amsbaugh**

(406) 444-2422

Commerce  
Corrections  
Environmental Quality  
Fish Wildlife & Parks  
Historical Society  
Livestock  
MT Arts Council  
MT Developmental Center-PHHS  
MT Heritage Commission  
Montana State Fund-AD  
MT State Hospital-PHHS  
Secretary of State  
State Library  
Riverside Youth Facility-CR  
MDT Butte  
MDT Bozeman  
MDT Great Falls  
MDT Havre  
MSU-Bozeman  
MSU-Billings  
MSU-Billings COT

## **Kirk Barfuss**

(406) 444-6498

Board of Education  
Comm. of Higher Ed  
Labor & Industry  
Legislative Branch  
Mental Health Nursing  
Military Affairs  
PHHS  
Public Service Comm.  
School of Deaf & Blind  
MSU-Gt Falls COT  
MSU-Northern  
Comm- Political Practices  
MT Women's Prison-CR  
Office of Public Instruction  
Pine Hills School-CR  
MDT Motor Pool  
MDT Billings  
MDT Lewistown  
UM-Helena COT  
MT Tech  
MT Tech COT

# Open Claims & Lawsuits

## MONTANA STATE GOVERNMENT CLAIMS & LAWSUITS ACTIVITY

Agency Id		Classification		Coverage Code		REPORT PARAMETERS							
All Agencies		All (Claims, Potential Claims and Lawsuits)		All Lines of Insurance		All Claims Received, All Claims Resolved, All Claims Open, and All Claims for which payments were made during Fiscal Year 2012 as of 05/11/2012							
				NUMBER OPEN	NUMBER RECEIVED	NUMBER RESOLVED	REQUESTED AMOUNT	INDEMNITY RESERVE AMOUNT	TOTAL RESERVE AMOUNT	LOSS ADJUSTMENT EXPENSE	INDEMNITY		
UNIVERSITY SYSTEM													
UNIVERSITY SYSTEM, WESTERN MONTANA COLLEGE OF THE UM		3	4	5	5,498.72	31,500.00	31,500.00	56,815.18	26,007.60				
STATE AGENCIES		405	578	795	7,848,178.21	2,829,825.59	2,829,825.59	8,727,307.65	32,958,899.58				
UNIVERSITY SYSTEM		70	112	125	438,275.27	628,813.63	628,813.63	527,015.83	1,633,917.96				
TOTALS		475	690	920	8,286,453.48	3,458,639.22	3,458,639.22	9,254,323.48	34,592,817.54				

# Claims Turnaround

**STATE OF MONTANA**  
**Risk Management & Tort Defense Division**  
**Days Turnaround Schedule**

Prior 3 Years as of 2012

<b>SUMMARY</b>			
<b>Fiscal Year</b>	<b>Average Days Received *</b>	<b>Average Days Paid **</b>	<b>Average Days Resolved ***</b>
2012	23	45	45
2011	27	74	68
2010	34	57	73
2009	37	62	95
<b>Grand Average:</b>	30	61	72

\* Avg. Days Received is the average time the Risk Management & Tort Defense Division received the claims from the time the loss occurred.

\*\* Avg. Days Paid is the average time the Risk Management & Tort Defense Division made initial payment on the claim (indemnity only) from the time the claim was received.

\*\*\* Avg. Days Resolved is the average time the Risk Management & Tort Defense Division resolved the claim from the time the claim was received.

# Turnaround

## STATE OF MONTANA Risk Management & Tort Defense Division Days Turnaround Schedule

Prior 1 Years as of 2012

### SUMMARY BY AGENCY/LINE OF COVERAGE

Fiscal Year	Agency	Line of Coverage	Average Days Received *	Average Days Paid **	Average Days Resolved ***
2012	Department Of Transportation, Butte	Automobile Liability	14	30	40
		Comp/Collision Vehicle	3	26	27
		General Liability	30	51	23
<b>Average:</b>			27	32	25
2012	Department Of Transportation, Glendive	Automobile Liability	6	55	57
		General Liability	42		18
<b>Average:</b>			33	55	28
2012	Department Of Transportation, Great Falls	Automobile Liability	16	45	37
		General Liability	29		25
<b>Average:</b>			25	45	28
2012	Department Of Transportation, Havre	Automobile Liability	7	26	41
		General Liability	36		54
		Property Insurance	27		3
<b>Average:</b>			29	26	47
2012	Department Of Transportation, Kalispell	Automobile Liability	19	40	55
		General Liability	12		49
<b>Average:</b>			17	40	53
2012	Department Of Transportation, Lewistown	Automobile Liability	0	13	14
		General Liability	16		36
<b>Average:</b>			12	13	30
2012	Department Of Transportation, Miles City	Automobile Liability	15	40	54
		General Liability	12		10
<b>Average:</b>			15	40	50
2012	Department Of Transportation, Missoula	Automobile Liability	30	53	65
		General Liability	37	87	40
		Property Insurance	8		

\* Avg. Days Received is the average time the Risk Management & Tort Defense Division received the claims from the time the loss occurred.

\*\* Avg. Days Paid is the average time the Risk Management & Tort Defense Division made initial payment on the claim (indemnity only) from the time the claim was received.

\*\*\* Avg. Days Resolved is the average time the Risk Management & Tort Defense Division resolved the claim from the time the claim was received.

# Turnaround

**STATE OF MONTANA**  
**Risk Management & Tort Defense Division**  
**Days Turnaround Schedule**  
 Prior 1 Years as of 2012

FY 2012

Department Of Transportation, Billings / Automobile Liability

Claim ID	Claimant	Loss Date	Receive Date	Resolve Date	Classification	Adjuster	Attorney	Days	Days	Days
22406	Chad Kraft	07/05/2011	08/01/2011	09/12/2011	Claim	Gordon Amsbaugh		27		42
22473	Billings, City Of	07/12/2011	08/19/2011	09/09/2011	Claim	Jennie Younkin		38	18	21
22359	Allan Wayne Reiter	07/14/2011	07/18/2011	08/08/2011	Claim	Gordon Amsbaugh		4	17	21
22412	Lodge Grass School Dist.	07/27/2011	07/28/2011	12/29/2011	Claim	Jennie Younkin		1	148	154
22501	Jack Hoyt	08/09/2011	08/29/2011	09/23/2011	Claim	Jennie Younkin		20	24	25
						Jason Sholley				
22517	Cindy Woods	08/15/2011	09/01/2011	10/15/2011	Claim	Jennie Younkin		17		44
22755	Paul Westervelt	10/25/2011	12/27/2011	01/23/2012	Claim	Kirk Barfuss		63	17	27
22867	Clyde Brady	02/09/2012	02/27/2012	04/13/2012	Claim	Kirk Barfuss		18	42	46
22897	Sue Jens	02/21/2012	03/09/2012		Claim	Kirk Barfuss		17		
Average:								23	44	48

\* Avg. Days Received is the average time the Risk Management & Tort Defense Division received the claims from the time the loss occurred.

\*\* Avg. Days Paid is the average time the Risk Management & Tort Defense Division made initial payment on the claim (indemnity only) from the time the claim was received.

\*\*\* Avg. Days Resolved is the average time the Risk Management & Tort Defense Division resolved the claim from the time the claim was received.

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TurnaroundSched

# Auto Liability

FY09			FY10		
LOSS TITLE	RVC'D	PAID	LOSS TITLE	RVC'D	PAID
STRUCK ANIMAL	2	1,835	STRUCK OBJECT	13	16,859
STRUCK OBJECT	16	51,515	BACKED INTO OTH VEH	7	17,884
STRUCK PEDESTRIAN	1	9,634	STRUCK - HEAD-ON	4	17,319
BACKED INTO OTH. VEH.	8	19,310	STRUCK – SIDE IMPACT	12	155,262
STRUCK - HEAD-ON	5	39,251	STRUCK – REAR END	10	35,402
STRUCK – SIDE IMPACT	13	28,138	STRUCK – PARKED	13	19,064
STRUCK – REAR END	14	63,731	STK OTH VEH WIND - OBJ	47	6,956
STRUCK – PARKED	29	62,504	STK OTH VEH BODY – OBJ	9	8,345
STK OTH VEH WIND - OBJ	61	12,310	STK VEH BDY/WND – OBJ	19	19,142
STK OTH VEH BODY -OBJ	12	5,757	STRUCK BY OBJECT	14	7,431
STK OTH VEH BDY/WIND-OBJ	24	38,410	STRUCK BY OTH VEHICLE	2	3,123
STRUCK BY OBJECT	8	3,234	OBSTRUCTING TRAFFIC	3	125,196
STRUCK BY OTHER VEHICLE	6	20,897			
OBSTRUCTING TRAFFIC	4	3,772			
<b>TOTAL</b>	<b>203</b>	<b>361,300</b>		<b>153</b>	<b>431,983</b>

**NUMBER ONE CAUSE OF AUTO COLLISIONS – STATE VEHICLES HITTING PARKED VEHICLES**

# Auto Liability

FY11			FY12		
LOSS TITLE	RVC'D	PAID	LOSS TITLE	RVC'D	PAID
STRUCK OBJECT	11	36,764	STRUCK ANIMAL	1	.00
STRUCK PEDESTRIAN	2	32,502	STRUCK OBJECT	7	754
BACKED INTO OTH VEH	16	24,314	STRUCK PEDESTRIAN	1	.00
STRUCK - HEAD-ON	6	43,356	BACKED INTO OTH VEH	13	31,909
STRUCK – SIDE IMPACT	15	31,087	STRUCK - HEAD-ON	2	1,712
STRUCK – REAR END	12	47,721	STRUCK – SIDE IMPACT	14	23,283
STRUCK – PARKED	23	48,612	STRUCK – REAR END	10	10,807
STK OTH VEH WIND – OBJ	48	5,778	STRUCK – PARKED	21	42,991
STK OTH VEH BODY – OBJ	11	5,286	STK OTH VEH WIND – OBJ	32	6,590
STK OTH VEH BDY/WIND-OBJ	21	25,614	STK OTH VEH BODY – OBJ	4	1,800
STRUCK BY OBJECT	15	8,349	STK OTH VEH BDY/WIND-OBJ	13	14,272
<b>STRUCK BY OTHER VEHICLE</b>	<b>3</b>	<b>3,624</b>	STRUCK BY OBJECT	12	8,703
OBSTRUCTING TRAFFIC	1	2,495	<b>STRUCK BY OTHER VEHICLE</b>	<b>3</b>	<b>1,292</b>
VANDALISM	1	.00	OBSTRUCTING TRAFFIC	2	.00
			FLAT TIRE	1	.00
<b>TOTAL</b>	<b>185</b>	<b>315,501</b>		<b>136</b>	<b>144,301</b>

NUMBER ONE CAUSE OF AUTO COLLISIONS – STATE VEHICLES HITTING PARKED VEHICLES



# Comp/Collision

**FY09**

**FY10**

LOSS TITLE	RVC'D	PAID	LOSS TITLE	RVC'D	PAID
STRUCK ANIMAL	57	143,757	STRUCK ANIMAL	61	110,044
STRUCK OBJECT	35	84,496	STRUCK OBJECT	43	94,678
BACKED INTO OTH VEH	3	2,910	BACKED INTO OTH VEH	5	5,261
STRUCK - HEAD-ON	3	4,101	STRUCK - HEAD-ON	1	11,150
STRUCK - SIDE IMPACT	3	12,127	STRUCK - SIDE IMPACT	4	12,990
STRUCK - REAR END	6	12,324	STRUCK - REAR END	4	11,365
STRUCK - PARKED	5	5,387	STRUCK - PARKED	4	3,625
STK OTH VEH WIND – OBJ	2	261	STRUCK BY OBJECT	10	48,329
STRUCK BY OBJECT	20	38,255	STK VEH BDY/WND – OBJ	19	19,142
STRUCK BY OTHER VEHICLE	43	49,153	STRUCK BY OTH VEHICLE	25	33,943
STK OTH VEH BDY/WIND-OBJ	24	38,410	STRUCK BY OTH VEHICLE	2	3,123
STRUCK BY OBJECT	8	3,234	VANDALISM	26	18,953
VANDALISM	13	6,172	THEFT	1	1,205
<b>TOTAL</b>	<b>190</b>	<b>359,176</b>		<b>184</b>	<b>351,544</b>

**NUMBER ONE CAUSE OF COMP/COLLISIONS – ANIMALS**

# Comp/Collision

**FY11**

**FY12**

LOSS TITLE	RVC'D	PAID	LOSS TITLE	RVC'D	PAID
STRUCK ANIMAL	47	148,338	STRUCK ANIMAL	53	91,753
STRUCK OBJECT	51	133,047	STRUCK OBJECT	42	82,545
BACKED INTO OTH VEH	4	3,547	BACKED INTO OTH VEH	7	4,189
STRUCK - HEAD-ON	1	1,242	STRUCK - HEAD-ON	1	.00
STRUCK - SIDE IMPACT	10	25,826	STRUCK - SIDE IMPACT	5	12,881
STRUCK - REAR END	4	12,265	STRUCK - REAR END	7	32,869
STRUCK - PARKED	3	4,103	STRUCK - PARKED	6	8,019
STRUCK BY OBJECT	27	62,696	STRUCK BY OBJECT	11	10,152
STRUCK BY OTHER VEHICLE	32	641	STRUCK BY OTHER VEHICLE	36	18,456
VANDALISM	30	19,241	STRUCK POTHOLE	1	648
THEFT	1	682	VANDALISM	21	7,764
FLAT TIRE	1	1,309			
<b>TOTAL</b>	<b>211</b>	<b>412,921</b>		<b>190</b>	<b>269,275</b>

**NUMBER ONE CAUSE OF COMP/COLLISIONS – ANIMALS**

# General Liability

	<b>FY 09</b>	<b>FY10</b>	<b>FY11</b>	<b>FY12</b>
Claims Rcvd	243	325	463	317
Paid	1,534,588	1,761,153	484,075	131,351

# Property Insurance

FY09			FY10		
LOSS TITLE	RVC'D	PAID	LOSS TITLE	RVC'D	PAID
COLLAPSE	1	70,614	COLLAPSE	2	28,263
ELECTRICAL	2	6,778	ELECTRICAL	7	580
FIRE	1	8,285	EXPLOSION	1	3,312
FLOOD	1	11,636	FIRE	2	51,715
FREEZING	8	231,004	FLOOD	2	109,810
HAIL	3	326,304	FREEZING	1	6,550
LEAKAGE	1	41,897	HAIL	3	677,118
LIGHTNING	3	20,040	LEAKAGE	4	89,793
SPRINKLER LEAKAGE	1	1,936	LIGHTNING	4	25,143
VANDALISM	2	1,258	SPRINKLER LEAKAGE	1	247
WATER DAMAGE	14	8,190	VANDALISM	2	3,359
WIND OR WINDSTORM	2	104,505	WATER DAMAGE	16	122,886
MISSING PROPERTY	6	8,390	WIND OR WINDSTORM	5	11,219
STRUCK BY VEHICLE	7	40,976	MISSING PROPERTY	2	6,001
			STRUCK BY VEHICLE	2	126,566
<b>TOTAL</b>	<b>52</b>	<b>1,154,737</b>		<b>48</b>	<b>1,262,560</b>

NUMBER ONE CAUSE OF PROPERTY DAMAGE CLAIMS – WATER DAMAGE

# Property Insurance

FY11			FY12		
LOSS TITLE	RVC'D	PAID	LOSS TITLE	RVC'D	PAID
COLLAPSE	1	1,611	COLLAPSE	1	.00
ELECTRICAL	3	427,951	ELECTRICAL	7	66,332
FIRE	1	37,242	EXPLOSION	1	1,743
FLOOD	5	59,046	FIRE	3	48,522
FREEZING	6	57,860	FLOOD	3	5,844
HAIL	2	4,362	HAIL	1	4,255
LEAKAGE	3	4,708	LIGHTNING	2	4,013
LIGHTNING	1	1,256	VANDALISM	2	.00
TRANSIT OR MOVING	1	6,881	WATER DAMAGE	6	95,078
VANDALISM	1	278	WIND OR WINDSTORM	6	63,810
WATER DAMAGE	23	102,288	MISSING PROPERTY	10	6,200
WIND OR WINDSTORM	4	13,933	CARE/CUSTODY/CONTROL	1	.00
MISSING PROPERTY	9	20,504			
CARE/CUSTODY/CONTROL	1	406			
STRUCK BY VEHICLE	6	7,834			
<b>TOTAL</b>	<b>67</b>	<b>746,161</b>		<b>42</b>	<b>269,327</b>

**NUMBER ONE CAUSE OF PROPERTY DAMAGE CLAIMS – WATER DAMAGE (EXCEPT - 2012)**

# Accessing Claims Reports

Visit the RMTD website

<http://rmtd.mt.gov>

The screenshot shows a Windows Internet Explorer browser window with the title "Welcome to the Risk Management and Tort Defense Website - Windows Internet Explorer". The address bar shows the URL <http://rmtd.mt.gov/>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar shows several links, including "Welcome to the Risk Management and Tort ...".

The main content area displays the RMTD website. The header features the "mt.gov" logo and the text "Montana's Official State Website". Below this is a navigation menu with links: About Us, Insurance, Loss Prevention, Training, Claims, Legal, and Advisory Groups. A search bar is located on the left side of the page.

The main content area is divided into several sections:

- Legal Defense/Protection**: A section with a "LEARN MORE" link.
- POIS**: A section with a "REPORT EXPOSURES" link.
- State Agencies Reporting a Loss**: A section with an "INSTRUCTIONS" link.
- Statewide Risk Training**: A section with a "REGISTER" link.

The central part of the page features a "Welcome" message and a description of the RMTD's services: "The Risk Management & Tort Defense Division provides legal defense, claims adjudication, loss prevention services, and insurance coverage for state agencies to protect the state's vital assets and resources from the adverse consequences of claims and losses."

Below the welcome message is a "Features" section with links to:

- Contact Us In An Emergency
- Defending Tort Claims
- Publications
- State Agencies Report A Loss
- State Property/Casualty Insurance Plan
- Statutes, Rules and Policies
- Training Registration

On the right side of the page, there is a section for "Member of:" which includes:

- PRIMA** - Public Risk Management Association
- STRIMA** - State Risk & Insurance Management Association

The footer of the website includes links for Privacy & Security, Accessibility, Contact Us, and Search. The "mt.gov" logo is also present in the footer.

The taskbar at the bottom of the screen shows the "start" button and several open applications, including IBM FileNet, Search res..., CLAIM, 06-02-11 R..., Document1..., 04-14-10 R..., Jennie in P..., RE: 3rd Bid..., 2011 Prope..., and Welcome t... The system clock shows the time as 4:15 PM.

# Enter your User ID and Password

## Select "Logon"

CLAIM Web Reports - Windows Internet Explorer

http://claimweb.doa.mt.gov/claim/CLAIM\_WEB\_REPORT.index.htm

File Edit View Favorites Tools Help

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CLAIM Web Reports

mt.gov  
Montana's Official State Website

RISK MANAGEMENT & TORT DEFENSE

### State Agency Loss Reports Logon

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To obtain State Agency Loss Reports, please enter your User ID and password below:

User ID:

Password:

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Give us your [feedback](#) on this system.

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Best Viewed with Netscape 4.04+ or IE 5.50.4807.2300+ and Adobe Acrobat 4+

Local intranet 100%

start IBM FileNet... Search res... CLAIM 06-02-11 R... Document1... 04-14-10 R... Jennie in P... RE: 3rd Bid... 2011 Prope... CLAIM Web... 4:16 PM

# Select "Standard Reports"

CLAIM Web Reports - Windows Internet Explorer

http://claimweb.doa.mt.gov/claim/CLAIM\_WEB\_REPORT.changepass\_sub

File Edit View Favorites Tools Help

helenair.com - Helena, ... Best of the Web Channel Guide Customize Links Free Hotmail Internet Start Microsoft Windows Windows Marketplace Windows Media Windows Update

CLAIM Web Reports

mt.gov  
Montana's Official State Website

RISK MANAGEMENT & TORT DEFENSE

### State Agency Loss Reports

Welcome to the State Agency Loss Reports page. Obtaining loss reports has never been easier! Please select from among the choices below. For terms, definitions, and additional information, please click [here](#).

[Standard Reports](#) contain information commonly utilized by state agencies. Standard reports are quicker and easier to obtain than 'Custom' reports, however, they may not be modified. Agency users may choose auto liability, auto physical damage, general liability, or property reports.

[Custom Reports](#) require the user to select from among menu choices in order to prepare more specific reports. Agency users may choose auto liability, auto physical damage, general liability, or property reports.

[Change Password](#) [Logoff](#)

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start IBM FileNet... Search res... CLAIM 06-02-11 R... Document1... 04-14-10 R... Jennie in P... RE: 3rd Bid... 2011 Prope... CLAIM Web...



# Select type of report

CLAIM Web Reports - Windows Internet Explorer

http://claimweb.doa.mt.gov/claim/CLAIM\_WEB\_REPORT.menu\_submit

File Edit View Favorites Tools Help

mt.gov  
Montana's Official State Website

RISK MANAGEMENT & TORT DEFENSE

State Agency Loss Reports  
Standard Reports

Select the type of report you wish to download by clicking on the appropriate link below. For terms, definitions, and information on standard reports, please click here to view the Risk Management & Tort Defense Division's [CARISMA Database User's Guide](#) (Claims & Risk Information System Multiple Applications).

[Auto Liability](#)  
[Auto Physical Damage](#)  
[General Liability](#)  
[Property](#)

[Change Password](#) [Logoff](#)

Done

start IBM FileNet C... Search result... CLAIM 06-02-11 RM... Document1 - ... 04-14-10 RM... Unread Mail - ... 2011 Property... CLAIM Web R... Local intranet 100% 4:23 PM

# Select from the available Detailed Reports

## Allow a moment for your report to generate

CLAIM Web Reports - Windows Internet Explorer

http://claimweb.doa.mt.gov/claim/CLAIM\_WEB\_REPORT.menu\_submit

File Edit View Favorites Tools Help

★ Favorites | ☆ helenair.com - Helena, ... | Best of the Web | Channel Guide | Customize Links | Free Hotmail | Internet Start | Microsoft | Windows | Windows Marketplace | Windows Media | Windows Update

CLAIM Web Reports

mt.gov  
Montana's Official State Website

RISK MANAGEMENT & TORT DEFENSE

### State Agency Loss Reports

#### Automobile Liability

Summary reports provide an overview of claim activity. Detail reports provide information about specific claims. To download a report, click on the appropriate link below. To customize your reports to obtain more specific information, please click [here](#)

To return to the Standard Report menu please click [here](#). For terms, definitions, and information on standard reports, please click here to view the Risk Management & Tort Defense Division's [CARISMA Database User's Guide](#) (Claims & Risk Information System Multiple Applications).

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#### Summary Reports

[Auto Liability Statistical Indicators](#) - A summary of historical expenditures by fiscal year.

[Auto Liability Loss Trends](#) - A summary of loss trends for claims paid over the prior 4 fiscal years.

[Auto Liability Cause of Loss Trends](#) - A summary of "cause of loss" trends for claims paid over the prior 4 fiscal years.

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#### Detail Reports

[Current Auto Liability Claims Activity](#) - A detailed list of claims for the current fiscal year as of the query date including claims open, claims received, claims resolved.

[Automobile Liability Claims](#) - A detailed list of claims paid for the prior 4 fiscal years.

[Change Password](#) [Logoff](#)

Done

Local intranet 100%

start IBM FileNet C... Search result... CLAIM 06-02-11 RM... Document1 \* ... 04-14-10 RM... Unread Mail - ... 2011 Property... CLAIM Web R... 4:25 PM